

I. STATEMENT OF WORK

A. Summary Description of Work to be Performed

The California Energy Commission's (Energy Commission) Project Development and Support Office (PDSO) within the Information Technology Services Branch (ITSB) seeks a Contractor to provide services for application development projects that entail ASP.NET/MS SQL programming and associated project documentation.

The Contractor will provide an experienced Consultant (or Consultants) to provide support on the following projects:

- 1. Administration Data Standardization**
Develop a standard programming framework that all programmers can develop applications under.
- 2. Application Conversion**
Convert legacy applications to ASP. Net and SQL Server.
- 3. Application Development Governance**
Develop policies and procedures for all application development at the Energy Commission.

The type of work to be completed for these projects are:

- Data normalization
- Documentation
- Upgrade System Software
- Upgrade User interfaces
- Develop Stored Procedures

The systems affected are:

- **Human Resources and Support Services Branch**
 - Human Resources Personnel Roster
 - Phone List
 - Training
 - Time Keeping (StarTime)
- **Financial Services Branch**
 - Budgets
 - Contracts
 - Grants & Loans
 - Accounting Payment Tracking
 - Accounting Receipt Tracking
- **Business Services Branch**
 - Purchasing
 - Mailing List

B. Background/Summary#

The Energy Commission's PDSO provides project management, development, and application support to numerous application development projects within the Energy Commission. PDSO is responsible for administering, supporting, and maintaining the Energy Commission's application and database systems. The purpose of this contract is to provide technical project support for PDSO and these systems. These systems are used by Energy Commission staff in the Human Resources and Support Services Branch, the Financial Services Branch, and the Business Services Branch to perform numerous financial, personnel, and business management functions. PDSO also supports the Energy Commission's Program Divisions to perform functions such as: data collection, analysis, forecasting, generating simulations, reports, and the administration of data. Some of these systems were developed using legacy programs in various versions, thus, the need to upgrade the current systems to ASP.NET/MS SQL may be necessary.

PDSO proposes hiring a Contractor that is proficient with database, web-programming, office automation, and application support to perform the technical development, administration, and transition to maintenance duties.

The objectives of this RFO are as follows:

- To provide technical project support in the areas of developing, managing, and modifying application system code to meet specific tasks, problems and future system needs of all database application systems that are managed by PDSO.
- To work with PDSO and Energy Commission testers to resolve items found during testing, and provide solution options.
- To modify code as needed to implement the enhancements.
- To document all modifications applied to any PDSO managed application system.
- To conduct training with PDSO and Energy Commission staff.
- To provide technology transfer to civil service programmers.

C. Contractor Experience/Knowledge

The Contractor shall provide a Consultant (or Consultants) having the following experience and knowledge of:

- ASP .NET framework, classes, and Security Models
- IIS, HTML, XML, Visual Studio .NET (projects, coding, debugging, compiling, build installation files), Visual SourceSafe (VSS), Team Foundation Server
- C#, Web Forms/Web Controls, User Controls
- ADO .NET, SQL Server 2005, MS Access, complex relational database design, database administration, in depth MS SQL (Standard Query Language), stored procedures, SQL Enterprise

- Excel Object Model, Word Programming
- Report Writing
- Experience as a high-level technical specialist on the most complex applications. Very knowledgeable in: software design, development, user interface, user controls, business classes, data access, reporting and implementation.

D. Tasks and Deliverables

Deliverable Requirements

The format and content of all final deliverables must be pre-approved by the Energy Commission Contract Manager. Microsoft products must be used for technical documentation deliverables, unless pre-approved by the Energy Commission. Completed deliverables must be submitted in both hard and soft copy.

Deliverables Review and Acceptance

The Energy Commission Contract Manager will review planning documents and the Energy Commission Project Manager will review technical deliverables provided by the Consultants.

Deliverables Schedule

The following table describes the required tasks and anticipated deliverables for the project. Any changes to this list must be approved by the Energy Commission.

Tasks/Deliverables	Due
Task 1 – The Contractor will provide programming support as follows: <ul style="list-style-type: none"> • Design, build, and test changes and programming code for the enhancements, to ensure the code and/or changes are implemented correctly. • Work with Energy Commission testers to resolve items found during testing, and provide solution options. • Modify code as needed to implement the enhancements. • Document any changes applied to the application system. • Provide training for Commission Staff for programming changes affecting the function of the application. • Implement the reviewed changes on the production server. • Test and verify to ensure the server is fully functional with the enhancements. 	As determined by the PM and Consultant per the Work Authorization process.

<ul style="list-style-type: none"> • Timely response, resolution, and documentation to problems submitted. <ul style="list-style-type: none"> ○ Response time for return calls by the Consultant shall be within eight (8) hours regardless of the time of day or days of the week that the call is placed. The response time is defined as the time elapsed between the placement of the call and the return call from the Consultant. ○ Resolution time for all problems submitted to the Consultant shall be within three (3) working days. The resolution time is defined as the time elapsed between the placement of the call and the return call with resolution from the Consultant. ○ Documentation of issues and/or concerns that arise as a result of this work. 	
<p>Task 2 - The Contractor will provide functional requirements definition, design and system testing:</p> <ul style="list-style-type: none"> • Create and provide documentation for: <ul style="list-style-type: none"> ○ definitions and relationships for each functional requirement. ○ source code/scripts. ○ any changes to a database system. ○ issues and/or concerns that arise as a result of this work. ○ unresolved issues, problems, and areas for future improvement. ○ how the completed system operates in its current state. 	<p>As determined by the PM and Consultant per the Work Authorization process.</p>

E. Department Provisions

- Provide access to workspace and necessary equipment including but not limited to: facilities, computers, printers, etc.
- Provide access to key Energy Commission staff
- Provide direction, historical documents, information, and electronic media
- Energy Commission Contract Manager, (herein referred to as Contract Manager), and ITSB management of monitoring job performance
- Contract Manager and appropriate ITSB management to approve milestones and deliverables
- Provide feedback in a timely manner (time frame to be agreed upon per Consultant request for feedback)

F. Contractor's Consultant Performance

The Contract Manager and the Energy Commission Project Manager will be the sole judge of the acceptability of all work performed/produced by the Contractor's Consultant as a result of this RFO. Should the work performed by the Consultant fail to meet the conditions, requirements or other applicable standards, specifications, or guidelines under this RFO, the following resolution process will be employed except as superseded by other binding processes. Only by approval of the Contract Manager and Energy Commission CIO can any of the following timeframes be adjusted or extended:

- a. Contract Manager will notify the Contractor in writing within five (5) business days after completion of each task and phase of milestones of any acceptance problems by identifying the specific inadequacies and/or failures in the services performed by the Contractor's Consultant.
- b. The Contractor will, within five (5) business days after initial problem notification, respond to the Contract Manager by submitting a detailed explanation describing precisely how the identified services actually adhere to and satisfy all applicable requirements, and/or a proposed corrective action plan to address the specific inadequacies and/or failures in the identified services. Failure by the Contractor to respond to the initial problem notification within the required time limit may result in immediate contract termination. In the event of such termination, the Energy Commission shall pay all amounts due to the Contractor for all work accepted prior to termination.
- c. The Contract Manager will, within five (5) business days after receipt of the Contractor detail explanation and/or proposed corrective action plan, notify the Contractor in writing whether it accepts or rejects the explanation and/or plan. If the Contract Manager rejects the explanation and/or plan, the Contractor will submit a revised corrective action plan within three (3) business days of notification of rejection. Failure by the Contractor to respond to the Contract Manager's notification of rejection by submitting a revised corrective action plan within the required time limits may result in immediate contract termination. In the event of such termination, the Energy Commission shall pay all amounts due to the Contractor for all work accepted prior to termination.
- d. The Contract Manager will, within three (3) business days of receipt of the revised corrective action plan, notify the Contractor in writing whether it accepts or rejects the revised corrective action plan proposed by the Contractor. Rejection of the revised corrective action plan will result in immediate contract termination. In the event of such termination, the Energy Commission shall pay all amounts due to the Contractor for all work accepted prior to termination.